

OCTOBER 1, 2009

TO: ALL OFFERORS

FROM: CARMEN HERRERA
IT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL - CONTRACT NO. DTI-2010-110
INMATE & PUBLIC COIN TELEPHONE SERVICES

ADDENDUM #3

This addendum is to advise all offerors of the following:

1. Questions and answers are attached, changes are as below:
 - a) 41 - deletes item 3.1.17.d;
 - b) 51 – amends 3.2.1 prepaid account balances to include dollars and/or minutes;
 - c) 53 – amends 3.2.4.f.14 onsite storage requirement;
 - d) 55 – clarifies “Recording” should be “Retrieval” in 3.2.4 f.9;
 - e) 56 – amends 3.2.6.b.6 by deleting “Indefinite retention of call details in the event of power failure”;
 - f) 100 – deletes “operator assisted calling” from 3.2.1.d; and
 - g) 113 – amends 3.2.4.p.
2. All other terms and conditions remain the same.
3. If you have any questions, please contact me at Carmen.Herrera@state.de.us.

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1. I would like to request call volume by type as well as call rates broken out as follows:
Collect and Prepaid for Local, Intralata, Interlata, and Interstate. Also the Commission paid to the State as well. [All data for call volumes is shown in Exhibit "1". Current call rates are attached to this document and distributed at the mandatory pre-bid meeting. Current Commission Rates are not being quoted for purposes of this RFP.](#)
2. Will the state provide Vendors the call detail for the last 12 months broken down by (payment type - collect, prepaid, and debit) as well as call destination type (local, intralata, interlata and interstate)? [Refer to Exhibit 1.](#)
3. Are the rates for calls as described in 3.2.11 page 43 the rates that are charged today? [Refer to attached rates.](#)
4. How much commission is Delaware currently making from the existing vendor, please provide the commission percentage and the commission payment statements for the last 12 months? [Current Commission Rates are not being quoted for purposes of this RFP.](#)
5. In section 3.1.15 it states that inmate phones must be installed by 1/1/10, but with the contract award projected for 12/10/09, more time would be needed to obtain network facilities even if they were ordered the day the contract was awarded. In Section 2.2.11 the chart shows an implementation phase during January and February 2010, please clarify that the State's expectation with regard to the installation of the phones and call control system. [As long as contract is fully executed on or before December 31, 2009, DTI will permit implementation to occur during January –February 2010 as stated in section 2.2.11.](#)
6. In section 3.2.1 it is noted that 3 new sites have been added to the list of facilities, excluding the 2 sites where the existing coin sites were being converted to inmate phones. How were calls made at these facilities previously? Is there any usage information available to assist in the estimate of the incremental usage for these facilities? [All three "new sites" should be labeled as "Inmate phones replacing Existing Public Phones." They are NOT currently enrolled in the Inmate Phone ICP and they are coin-operated but are physically located within DOC institutions. All are to be converted to Inmate ICP phones. There is no usage information available.](#)
7. In section 3.2.2.i, the State is requiring new or like new phones, will the incumbent provider be required to replace their existing phones if they are awarded the contract? [The State must approve the provision of refurbished or like-new phones if so proposed.](#)
8. In section 3.2.2.m, winning vendor is required to pay conversion costs for PIN conversion, typically the incumbent vendor provides a file in a standard format and the new vendor is responsible for loading the data into the new system. Has the current vendor established a charge for this data conversion and if so, what is that charge? [The current vendor has not established a cost for the data conversion.](#)
9. In sections 3.2.4 f.10 the State asks for the ability to search for key words or phrases, does the current system used by the DOC have this capability? [No](#)
10. In section 3.2.4 f.12 the State requires the successful vendor to "coordinate" with the previous vendor to provide access to recordings from both VAC and AGM at no cost to the State. Assuming that these recordings are in a proprietary format and that any conversion would compromise the chain for custody requirements for the recordings, the only alternative would be to have these vendors provide access to the recordings.

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This puts other bidders at a disadvantage in attempting to negotiate a price for these vendors to provide access. At a minimum these vendors should not be able to charge different amounts to various potential bidders. Will the state consider removing this requirement or establishing a fair price with the vendors in question for the provision of access to their recordings? [The State will work with the previous vendor to manage the cost of keeping the legacy recordings.](#)

11. In section 3.2.6 b.6 Please identify the States intention with regard to free local calls required in this section. Is there some definite set of numbers already established as free calls, or does the State intend to allocate some number on free local calls to each inmate? Please provide some quantification of the number of free calls a successful bidder may be required to complete each month. [Yes, there is a finite list of phone numbers set to be free calls. Approximately 3800 free calls are processed on a monthly basis.](#)
12. General Question – most of the industry is moving toward a centralized alternative to premises based platforms, please clarify that a centralized call processing will be acceptable to the State. [A centralized call processor may be considered acceptable, assuming it meets all the specifications in the RFP.](#)
13. What are the rates charged by the current vendor for the inmates phones? What are the rates charged by the current vendor for the coin phones? [See attached rates.](#)
14. In section 3.2.13 does the current vendor provide the ability for a single call to be billed using a credit card when other billing options are not available or is this a new procedure required for this RFP? [The State has the option and capability to provide the service allowing a single call to be billed via credit card. This service is currently not being used but is being requested in this RFP.](#)
15. In Addendum #1 it requires that site visits be coordinated through the Warden or Internal Affairs Officer, would the State please provide the appropriate contract information for vendors to coordinate site visits to facilities other than Smyrna? [Site visits to DOC locations will be coordinated through the DOC Central Administration Office. Contact is Deborah Lindell, e-mail: \[Deborah.lindell@state.de.us\]\(mailto:Deborah.lindell@state.de.us\). The background check information form for each individual must accompany the written request for a site visit. For the DSCYF locations \(Stevenson House, Ferris School, New Castle County Detention Center\), contact Richard Shaw at email: \[Richard.shaw@state.de.us\]\(mailto:Richard.shaw@state.de.us\).](#)
16. Public payphone usage fluctuates greatly by location; would the State please provide the usage for the last 12 months each public payphone? [This data would take longer than the time allowed to provide, however 12 months of public payphone data is included in Rolling Averages in Exhibit 2.](#)
17. Does that State have a date deadline for submitting questions pertaining to the Inmate & Phone RFP? [Per 2.2.11 Schedule of Events on page 22, questions were due by September 23, 2009 at 10:00 am EDT at the mandatory pre-bid meeting.](#)
18. What are the current Call Rates including Surcharge and Minutes of Use for Inmate Collect, Pre-Paid & Debit by Call Type? For example, Local, IntraLATA, Interstate and International for debit if applicable. [See attached rates.](#)
19. What are the current Call Rates for the Public Payphones? Please provide charges for all 0+ call types allowed. For example, Collect, Credit Card Calls, Local Coin, Long Distance Coin and Third Party, etc. [See attached rates.](#)

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20. Can you please provide 12 months of actual call revenue data for Inmate Phones, provided by Month and Call Type? E.g. Local, IntraLATA, InterLATA and Interstate separated by Collect, Pre-Paid Collect and Debit Calling? [No, Collect and Prepaid are priced the same. Debit has only in one site, HRYCI, and only started earlier this year.](#)
21. Can you please provide 12 months of actual call revenue for the Public Payphones with a breakdown separated by Call Type? [This data would take longer than the time allowed to provide, however 12 months of public payphone data is included in Rolling Averages in Exhibit 2.](#)
22. Who owns and provides the service to the Public Phones and owns the Enclosures? Who is the dial tone provider, who pays line charges and who bills the calls? Can you please provide a contact person and telephone number for the current Payphone provider? [PCS through their sub contractor provides and owns all of the above.](#)
23. What is the current Commission Rate for Inmate Phones & Current Commission Rate for Public Payphones? Can you provide a copy of current contract and any addendums? [Current Commission Rates are not being provided for purposes of this RFP. Current contracts and addendums are available via FOIA request.](#)
24. What are the current PIN Length for Inmates using the Inmate Phone System? The new contract will require a PIN length of 6-8 digits. [The existing PIN numbers are 6 digits in length, but some State identification numbers consist of a letter and 7 digits.](#)
25. Would the DOC provide the call duration of inmate calls by site? [At DOC facilities, all inmate calls are 15 minutes in length, maximum. Variations in frequency of calls are at the discretion of facility management. An example is provided in the RFP on page 38.](#)
26. Approximately how many Inmates are released annually? [Approximately 26,000 inmates are released annually.](#)
27. Are inmate calls currently restricted to a list of approved numbers assigned to each inmate's PIN? If yes, how many numbers are allowed per inmate? [Yes, calls are restricted to an approved list of numbers. Each offender is allowed 5 numbers on their allowed call list.](#)
28. Does State allow International Debit Calls today? If so, what are the rates? [See attached rates.](#)
29. Who is the current Commissary Provider to the State today? Can you please provide a contact name and telephone number? [Commissary providers vary by location, and some locations handle their commissary internally. A pilot is underway at one facility with an interface between the current telephone vendor and the commissary provider, using debit cards. 1850 offenders have participated in this pilot. All questions regarding this interface should be directed to Deborah Lindell, e-mail: \[Deborah.lindell@state.de.us\]\(mailto:Deborah.lindell@state.de.us\)](#)
30. Who is the Jail Management System Provider (JMS)? Can you please provide a contact person and a telephone number? [Delaware JMS is a proprietary custom-designed program called DACS \(Delaware Automated Correction System.\) Contact is Deborah Lindell, e-mail: \[Deborah.lindell@state.de.us\]\(mailto:Deborah.lindell@state.de.us\). Phone number is 302-857-5282.](#)
31. How many Vendor Provided SATS (Site Administrator Technicians) does the State utilize today? Does the State utilize the Site Administrators for any technical requirements? Do they install, repair or replace phones? Do they work on the ICS system? Do they perform cabling & conduit work? Or does the state utilize a separate technical services organization? If so, how many technicians presently

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- support the ICS system & phone maintenance requirements? **Three (3) System Administrators are currently provided and each performs different tasks. PCS handles or dispatches needs beyond the skillset of the System Administrators should any arise.**
32. Do the current SA's also work inside prison and physically repair phones? **Yes**
33. Will any investigators or other State staff require laptop computers to access the inmate phone system? If so, how many laptops are required? **The State will provide equipment to any investigator or other State staff. Such equipment is not included in this RFP or contract. The Contractor is responsible to supply the administrative terminals per 3.2.10.**
34. How many TDD phones will the State require for Inmate Phone locations? **One TDD phone per location is required by the DOC. The RFP states a need to have one at each phone bank. A phone bank can be defined as a unit or a building.**
35. Can Vendors submit more than two proposals? **No, per SECTION A - GENERAL PROVISIONS, Item 14 b, page 82 of the RFP.**
36. Can Vendors submit multiple option offers? **Yes**
37. Does the State want to utilize the current call rates for both Inmate & Public Payphones? Otherwise is the State seeking higher or lower Call Rates? **The State is seeking Inmate and Public rates that are the same or lower than the current rates charged for calls.**
38. How is Inmate Billing being processed today? Since PCS is the Prime and State has AGM Platform can you please clarify billing process? **PCS handles all the billing.**
39. Can you please clarify Inmate Coin requirements? How does evaluation apply separately to Inmate Phone portion and apply to Public Payphone portion?
2.3.4 (Page 24) D. Criteria & Scoring:
8. System Related Criteria – Inmate Coin
a. Demonstrated experience in the development & implementation of integrated system.
b. Responsiveness (degree of fit) with the requirements, and apparent overall quality of proposed software, hardware, communications and services.
c. Quality of technical environment.
d. Ease of operation, accuracy, local data base access capabilities, local change/modification capabilities, ease of transition, local and remote report writing capabilities, etc....
The Criteria and Scoring are clearly identified in the referenced section and each proposal will be evaluated in total for both the Inmate and Public portions.
40. Please clarify. Is the Implementation Phase timeframe as stated in 2.2.11 (January – February 2010) correct? Can you please clarify that the Implementation Phase be as stated in 2.2.11 with a January – February timeframe is correct?
RFP Section 2.2.11 Schedule of Events (p.22) indicates that the Implementation Phase timeframe is “January – February 2010”. However, RFP Section 3.1.15.e Installation Guidelines & Schedules (p.29) states that: “All telephones and service shall be installed and operational on or before January 1, 2010”.
As long as contract is fully executed on or before December 31, 2009, DTI will permit implementation to occur during January –February 2010 as stated in section 2.2.11.
41. Can you please clarify how quickly does the State require phones to be repaired. Is it within 24 hours or within 2 hours?

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In 3.1.17 Repair And Monitoring Practices: (Page 31)

d. At no point in time, will any telephone be left without service for more than 24 consecutive hours. Stations shall not be out of service for periods exceeding two interrupted and/or consecutive hours for any 24 hour period. Delete item 3.1.17.d from the RFP.

42. Can the State clarify what is meant by postalized transport charge? Is this the same as the Per Minute Charge?

3.2.11 Collect Call Billing: (Page 43)

A flat service charge may be billed for all inmate-originated collect calls regardless of time of day and/or day of week. The limits for those charges are:

- Local – service charges not to exceed \$2.00*
- IntraLATA – service charges not to exceed \$2.50*
- InterLATA – service charges not to exceed \$2.50*

A separate postalized transport charge may be billed for each of the above types of calls, regardless of the time of day and/or day of week. A postalized transport charge is a fee assessed per call minute that is applied consistently for all minutes of an allowed call.

43. 3.2.14 FUTURE OPTION – KIOSK UTILIZATION: (Page 45) Are the potential Kiosk's going to be State provided, owned and operated through the existing Jail Management System (JMS) or through another vendor? If it is another vendor, can you please provide vendor and contact information? If through the State, can you please provide a contact name and number? Are the Kiosk going to be State owned and provided? *Any potential kiosk operation will be provided by a vendor. No RFP has been issued for these services. No vendor has been selected.*

44. Exhibit Number (4) Four: Page 50. Does Admin Terminals Required mean Work Stations? *Yes*

45. Exhibit Number (4) Four: Page 50. Central VOP Center, Morris Community (MCC), Women's Work Release & Treatment Center (WWRTC) & Sussex Work Release Center (SWRC) are all identified as locations that currently do not have Inmate Phones and will now require Inmate Phones per the RFP. For correctional sites that presently do not have inmate phones is it the States intention to have the vendor pay for the wiring and cost or will the State provide wiring and cabling? *CVOP, MCC, WWRTC and SWRC all have existing public phones that are to be converted to Inmate phones. Additional phones are not required. No additional costs for wiring and cabling are expected, but if incurred, should be part of the contract.*

46. For those sites that have existing inmate phones will the State provide the wiring and cabling to the awarded vendor? *Existing inmate phones with wiring and cabling in acceptable condition will be provided to the awarded vendor if no other contractual obligation prevents the State from doing so.*

47. Will the State accept a complete list of all our current accounts?

State of Delaware Contract Disclosure (Page 73)

List all contracts whose period of performance has been within the last three (3) years in addition to those awarded within this timeframe. If a vendor has had no contracts within this timeframe, enter "No contracts" under Vendor/Predecessor Firm Name in the first row of the tables.

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No, vendors are to submit the proposal reply form included in the RFP to list all contracts between vendor and State of Delaware whose period of performance has been within the last three (3) years.

48. How long does the State wish to retain recordings from the previous vendors? What is the intent of the State of to obtain the recordings? Is it for access or disaster recovery? Can the State please provide contact information for AGM & VAC?

3.2.4 FUNCTIONAL REQUIREMENTS: (Page 39)

12. Contractor must have the capability to coordinate with the previous vendor in order to provide access to the States call recordings from the previous inmate telephone system. Recordings from the previous two systems (VAC & AGM) must be made available to the State.

Yes, retained recordings are necessary for the State to access as required by legal code and retention. The recordings are to be kept on a rolling calendar per the RFP with the length being at least one year. Contacts for AGM and VAC will be provided to the winning bidder.

49. Will the State allow a second round of questions after the pre-bid and after answers are provided from the State to the first round of questions? No second round of public questions and answers is anticipated. See Section 2.1.2 b under GUIDELINES. See also Section 2.3.1 BASIS OF AWARD.

50. Are all of the Investigators located in one central location? No, see Exhibit 4 for ADMIN TERMINALS REQUIRED.

51. Would the State consider modifying this requirement to provide a quote of dollars available in the account rather than minutes. Providing minutes may be a cause of confusion to customers.

3.2.1 PRE-PAID CALL REQUIREMENTS: (Page 44)

The inmate telephone system must be capable of informing the called party of their pre-paid account accumulated 30 day balance prior to acceptance of each call. The pre-paid account balance should be rounded to the next minute.

A dollar amount or balance of minutes is acceptable.

52. What is the States intention of keeping 60 days on site? Would off-sites storage be acceptable if State has full access to data?

3.2.6 CALL DETAIL REPORTING AND STORAGE: (Page 41)

b. The ICP must provide on-site storage of call detail information. Other requirements include the following:

1. On-Site storage capacity of up to six months of call records, as differentiated from recordings of calls. Backups shall be performed weekly and may be stored offsite for disaster recovery.

On-site storage of call records for 60 days is for immediate access to administrators.

Off-site storage is acceptable if the State has full and immediate access to the data.

53. Is the requirement to store on site for the purpose of redundancy? If yes, would off site storage be acceptable if the data is always accessible and fully redundant?

3.2.4 FUNCTIONAL REQUIREMENTS: (Page 39)

14. For the continuous recordings of all stations, 60 days of recordings shall be maintained on site; one-year recordings shall be maintained off-site and shall be made accessible to the State by the Contractor. Recordings shall become the property of the Department of Corrections once recorded.

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On-site storage of call records for 60 days is for immediate access to administrators.
Off-site storage is acceptable if the State has full and immediate access to the data.

54. Are there any restrictions in the State of Delaware that prohibit data to be stored out of State? If the data is immediately accessible via a secure connection, then no restriction exists to prohibit data being stored out of state.

55. Further on in this section, point 14. states: "For the continuous recording of all stations,....". Could the State clarify its use of term "Recording of selected conversations from file records" in point 9.? Can we assume that all inmate phone conversations, with the exception of attorney/privileged calls, are to be recorded and stored in the system, therefore there is not a requirement for selective recording?

3.2.4. FUNCTIONAL REQUIREMENTS:

f. 9. Recording of selected conversations from file records;

Rephrase this item 3.2.4 f.9 to: Retrieval of selected conversations from file records.
All inmate calls, with the exception of attorney/privileged calls, are to be recorded and stored.

56. Can the State clarify its intentions for 'free calls' that apply to local numbers only? Is it anticipated the use of free calls will be for informant applications? Also, is it safe to assume that the last sentence in this question was intended for another section?

3.2.6 CALL DETAIL REPORTING AND STORAGE:

6. Free Calls: The System shall allow inmates to place free calls to numbers specified by State. These free calls shall apply to local numbers only. Indefinite retention of call details in the event of power failure. The free calls are to various agencies, attorneys and informant numbers (snitch/tips). Power backup is addressed in Section 3.2.4 j.

57. We have reviewed the RFP specifications carefully and respectfully request the following requirements are removed from the RFP: 1.15 and 1.30. This RFP contemplates the offeror to provide a service to the State of Delaware, inmates and their friends and family members through which no state dollars are expended for the service. The requirements in these provisions apply more to an RFP where the State of Delaware is paying for a deliverable(s) as opposed having the benefit of goods and services at no charge to the State. All agreement and exceptions to RFP terms and conditions must be addressed in the vendor's proposal.

1.1 CONTRACT USAGE REPORT:

One of the goals in administering this contract is to keep accurate records regarding its actual value. This information may be essential in order to update the contents of the contract and to establish proper bonding levels, if bonding is required. The integrity of future contracts relies on our ability to convey accurate and realistic information to all interested offerors.

Upon request by the State, and at a minimum, annually, a periodic report must be furnished by the Contractor, detailing the purchase of the items or services covered by this contract. The report format and period is described herein or will be stated at the time of request. The report must be completed and returned to the State within fifteen (15) days of the request. Any exception to this requirement may result in cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Contractors who are determined to be in default of this report requirement may be precluded from bidding on any future requirements.

1.2 CONSULTATION AND REPORTING:

The Contractor shall submit financial and narrative progress reports within five (5) working days following the end of each month and at the completion of each task. The time and form of such reports will be prescribed by the State. The Contractor shall maintain the following

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records:

- a. *File memos on meetings, site visits, and other activities;*
- b. *Time records and narrative documentation arranged on a monthly basis covering the work required under this contract in the form prescribed by the State; and*
- c. *Mileage and travel expense records, salary information and such other data as are necessary to document and substantiate the Contractor charges. Such records shall be kept at the office of the Contractor and made available for review or audit on behalf of the State.*

58. We would need to know if the State provides free local calls today and yes, how many free calls per month for 12 months. [Yes, there is a finite list of phone numbers set to be free calls. Approximately 3800 free calls are processed on a monthly basis.](#)
59. On page 73 of the solicitation the State requests that the vendor provide a list of all contracts that it has been awarded or with a period of performance within the past three (3) years. Is the State requesting a complete client list? If so, vendor is requesting that the State keep this list confidential. [Vendors are to submit the proposal reply form included in the RFP to list all contracts between vendor and State of Delaware whose period of performance has been within the last three \(3\) years. See Special Provisions 1.46 regarding confidentiality.](#)
60. On page 11 of the solicitation, section 1.28.2, the State requests a termination for convenience clause in the contract. vendor is requesting that the State either remove this request or enact a penalty if they should so choose to terminate for convenience. vendor is making this request do to the large monetary investment that ANY vendor would need to make to perform the requested services. [All agreement and exceptions to RFP terms and conditions must be addressed in the vendor's proposal.](#)
61. On page 14 of the solicitation, section 1.40.2, the State requests a termination for convenience clause in the contract. Vendor is requesting that the State either remove this request or enact a penalty if they should so choose to terminate for convenience. Vendor is making this request do to the large monetary investment that ANY vendor would need to make to perform the requested services. [All agreement and exceptions to RFP terms and conditions must be addressed in the vendor's proposal.](#)
62. On page 12 of the solicitation, section 1.30, the State is requesting various documents that do not come into play in an inmate telephone RFP. Vendor respectfully requests that the State remove the inapplicable items or the entire section. [All agreement and exceptions to RFP terms and conditions must be addressed in the vendor's proposal.](#)
63. On page 16 of the solicitation, section 1.47, the State outlines the order of precedence regarding discrepancies. Vendor believes this precedence is incorrect. The vendor's response should take precedence over the request for proposal since the vendor's response may contain an exception or provide an alternative approach. If the order remains the same then the vendor would be required to provide something that they may not be able to provide. [All agreement and exceptions to RFP terms and conditions must be addressed in the vendor's proposal.](#)
64. On page 21 of the solicitation, section 2.2.8, the State requests that the vendor not use a three-ring binder to submit their hard copy proposal. Vendor respectfully requests that the State allow vendors to submit using a three-ring binder to ensure that all pages of the hard copy remain in order. If not, would the State please provide guidance on how they wish the hard copy proposal bound. [Binding the spine of the](#)

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paper in any form (spiral, glue, drilled, etc.) is acceptable but 3-ring binders are not permitted.

65. On page 22 of the solicitation, section 2.2.11, the State outlines the dates for various milestones within this procurement and implementation process. A few questions have arisen with this timeline:
- a. Milestone Number 4 defines the due date as October 14, 2009. ITI respectfully requests a four (4) week extension to ensure that all questions are answered properly and the RFP is responded to in detail. This will be a large response and will require more time. [The State denies the request to extend the due date.](#)
 - b. Milestone Number 6 states that the award will be December 10, 2009 with contract signing prior to December 31st of 2009. Milestone 8 and 9 indicate that the install and contract will start on January 1, 2009. ITI request that the State enter into a month-to-month contract with their existing vendor so that ALL vendors have at least 60 days to secure telecommunication lines and coordinate a smooth and seamless transition of services. This would create a fair and level playing field for all vendors and not favor the incumbent. The State is responsible for contract management with the existing vendor. [As long as contract is fully executed on or before December 31, 2009, DTI will permit Implementation to occur during January –February 2010 as stated in section 2.2.11.](#)
 - c. The Milestones do not include a deadline for questions submittal. Can you please provide the deadline for question submittal? [Questions were due on September 23, 2009 at 10:00 am at the Pre-Bid Meeting.](#)
66. On page 30 of the solicitation, section 3.1.16.J, the State requires one phone line for each phone located within the facility. This is not normal for an inmate telephone system. Normally, the vendor is permitted to utilize concentration and monitor usage to ensure that calls are being processed correctly. Vendor respectfully requests that the State amend this requirement to allow concentration. [Propose your best solution and methods for ensuring all calls can be processed without interruption. All agreement and exceptions to RFP terms and conditions must be addressed in the vendor's proposal.](#)
67. On page 40 of the solicitation, section 3.2.5, the State defines the call progression sequence. ITI is requesting that the State remove this call progression sequence requirement and ask the vendor to provide their own call sequence. ITI makes this request since most vendors' call sequence will vary. Changing call progression for the inmates is not desired. [All agreement and exceptions to RFP terms and conditions must be addressed in the vendor's proposal.](#)
68. Will the State please provide the format of the current PIN number, how it is generated and what is the generation frequency? [The PIN number is assigned by the State. Only written change requests are processed based on compromised PINS. The new contract will require a PIN length of 6-8 digits. The existing PIN numbers are 6 digits in length, but some State identification numbers consist of a letter and 7 digits.](#)
69. Will the State please provide a technical name and reference so that our engineers can discuss the current PIN generation methodology and alternatives? [The awarded vendor will be provided with a contact.](#)

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70. What is the current connectivity between the inmate telephone systems at each facility? Who provides this connectivity? [PCS has their own private network to connect all the facilities.](#)
71. Please provide the room location at each facility where the current call control equipment currently resides. Is this phone control equipment located in the same as the current demarcation? If not, please indicate the number of copper pairs available between the demarcation and the phone control equipment. [Call control equipment is located within the secure perimeter of the facility except at one location. Specific location information cannot be released due to security considerations. Number of copper pairs available is sufficient to handle the existing equipment.](#)
72. Please provide wiring diagram for each inmate telephone system at each facility. [Upon award, a network diagram may be provided.](#)
73. On page 35 of the solicitation, section 3.2.2.M, the State is requiring that the newly selected vendor convert all existing data. Please define what that data entails, i.e. recordings, call records, PINs, etc. Also if please have your current vendor provide a detailed cost for data conversion. Also please provide sample files for this data along with file definitions and sample recordings. This requirement raises serious concern since the incumbent will be exempt from these charges. This could create an unfair advantage. Data includes all standard inmate phone data, such as CDRs, Phone Lists, Inmate Lists, etc. All the files are in industry standard format. Recordings from the VAC system are proprietary, however the recordings from the current system are in a format that can be easily transferred. The current vendor has not established a cost for the data conversion. [The State will work with the previous vendor to manage the cost of keeping the legacy recordings.](#)
74. On page 39 of the solicitation, section 3.2.4.F.12, the State requests for data conversion for the past two (2) vendors, AGM and VAC. Do these recordings currently reside in one system? Where is that system located? How is the State currently accessing recordings from different vendors? Also please provide sample files for this data along with file definitions and sample recordings. This requirement raises serious concern since the incumbent will be exempt from these charges. This could create an unfair advantage. [The legacy recordings are maintained in two separate systems located throughout the DOC. Special workstations are setup to access the recordings for legacy equipment. The State will work with the previous vendor to manage the cost of keeping the legacy recordings.](#)
75. On page 42 of the solicitation, section 3.2.7.E, the State requests resumes for employees with minimum information. Please specify what the minimum information is. [See the "Proposal Reply Key Position Resume Form" on page 76 of the RFP.](#)
76. On page 43 of the solicitation, section 3.2.12, the State requests a debit interface. Who is the current commissary vendor? Please provide contact name and number. If this service is still provided in-house, please provide a technical contact name and number of someone who is familiar with the software application. [Commissary providers vary by location, and some locations handle their commissary internally. A pilot is underway at one facility with an interface between the current telephone vendor and the commissary provider, using debit cards. 1850 offenders have participated in this pilot. The awarded vendor will be provided with the proper contacts. All questions](#)

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regarding this interface should be directed to Deborah Lindell, e-mail:
deborah.lindell@state.de.us

77. On page 44 of the solicitation, section 3.2.12, the State requests that the inmate be able to check their current account balance via the phone system. Who is the current inmate accounting vendor? Please provide contact name and number. If this service is still provided in-house, please provide a technical contact name and number of someone who is familiar with the software application. [The accounting systems vary by facility. Contact information will be provided upon award.](#)
78. On page 47 of the solicitation the State provides number of calls and minutes broken down by type of call. Please provide revenue figures for the same duration broken out by type of call as well. [Call rates, call volume and call mix are provided in Exhibit 1 of the RFP and in the attached handout that was provided at the Pre-Bid Meeting.](#)
79. On page 39 of the solicitation, section 3.2.4.F.11. This requirement is not completely clear. Would the State please explain this requirement in detail? Please include a real life example. [DOC requires the ability to document the progress of a call while listening to a recording \(example: as a recording is played, it is 1:00 minutes into a 3:48 minute call\). Further, we need the ability to repeat/replay/record only a specific section \(example: minute 1:24 to minute 2:15\). We also require the ability to add notes to those items. \(Example: For inmate X, John Doe called on 9/28/09 @ 1000hrs and at 2.00 minutes into the call he started talking about drugs\). It should also be noted that the amount of time to download call recordings \(or sections thereof\) as needed for court proceedings should be minimal.](#)
80. On page 59 of the solicitation the State lists the public payphone locations. Please provide addressing for these phones as well. [Addresses can be provided upon award.](#)
81. Some vendors and/or their sub-contractors or affiliates add additional non-disclosed fees to both inmates and called parties. These vendors do not pay commission on these fees since they are not part of the collect, pre-paid or debit call costs. These fees include, but are not limited to, opening and closing fees for called parties to setup accounts, fees that appear on bills for use of certain phone features such as voice verification, security fees, processing recovery fees, additional charges for processing debit calls, transaction fees charge to inmates for entering commissary orders over the phone, and any other features or products offered to the facility. Different vendors refer to these fees with different terminologies but they all represent additional costs to the inmate or the called party over and above the surcharge and per minute rate. With this in mind are vendors and/or their sub-contractors or affiliates, permitted to charge fees in addition to the standard surcharge, per minute charge and applicable state, local and federal taxes? If no, please detail the allowed charges that may be passed on to the inmate or called party. If yes, we respectfully ask the State to demand disclosure of said fees with the submittal of all RFP responses. [That detail is required to be disclosed on APPENDIX B – COST REPLY FORM found on page 72 of the RFP.](#)
82. Normally solicitations require vendors to submit information about current and past litigation. Does the State desire this information? [The State has not requested this information in this RFP.](#)
83. Please provide all current call costs by route (Local, IntraLATA, InterLATA, and Out-of-State). [See attached rates.](#)

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84. Please provide how long the current vendor has been providing service to the State.
[The current vendor took responsibility for this contract in January, 2006.](#)
85. Please provide the current commission rate and any signing or renewal bonuses, or products and services that the State currently is receiving. [Current Commission Rates are not being quoted for purposes of this RFP.](#)
86. Clarify table in 3.2.1. All three “new sites” should be labeled as “Inmate phones replacing Existing Public Phones.” They are NOT currently enrolled in the Inmate Phone ICP and they are coin-operated but are physically located within DOC institutions. All are to be converted to Inmate ICP phones. There is no usage information available.
87. Identify sites with generators. [Most DOC facilities have generators. However, in most cases, the inmate phone systems are not currently connected to the generator.](#)
88. Please define or clarify Exhibit 5 inventory. There are 444 inmate stations connected to the ICP. There are 11 coin stations located within DOC facilities but they are not connected to the inmate ICP (see page 58). There are 107 public coin stations located in various public sites throughout the State.
89. Are free attorney calls included in totals? Yes, attorney calls are in the finite list of phone numbers set to be free calls. Approximately 3800 free calls are processed on a monthly basis. The exact number of those going to attorneys is unknown.
90. Is there a phone number for FedEx? [Use Carmen Herrera’s phone number: 302-739-9683.](#)
91. Page 80 states bid bond should equal 10% of bid, what will 10% be based on? [Refer to Special Provisions 1.8 on page 5 of the RFP.](#)
92. Can you supply existing rates? [See attached rates.](#)
93. Is vendor for pay phone service the same as the inmate service? [Yes.](#)
94. Am unclear on State’s need for 3 way call termination. [Follow RFP as written regarding three way call termination. Also refer to Section 3.2.4.p as corrected in Question #113 below.](#)
95. How many system administrators are there currently? Who are they employed by?
[Three \(3\) System Administrators are currently employed by PCS.](#)
96. Clarify conflict with implementation conflict between December and January timeframes stated in RFP. [As long as contract is fully executed on or before December 31, 2009, DTI will permit implementation to occur during January –February 2010 as stated in section 2.2.11.](#)
97. Who is current commissary provider and contact person information. [Commissary providers vary by location, and some locations handle their commissary internally. A pilot is underway at one facility with an interface between the current telephone vendor and the commissary provider, using debit cards. 1850 offenders have participated in this pilot. All questions regarding this interface should be directed to Deborah Lindell, e-mail: \[Deborah.lindell@state.de.us\]\(mailto:Deborah.lindell@state.de.us\).](#)
98. Will you consider multiple rate and commission offers? [Yes](#)
99. Will incumbent be required to install new equipment? [The State must approve the provision of refurbished or like-new phones if so proposed.](#)
100. Page 34 #d, is that live operator and is it intended? [Section 3.2.1.d. should be: Systems shall allow collect calls, pre-paid and debit card calling operation and may be permitted on a per-PIN basis.](#)

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101. What is expectation of State for submitting resumes when vendor has no current in-state staff to support said system? [See the "Proposal Reply Key Position Resume Form" on page 76 of the RFP.](#)
102. Page 39 #3.2.4, could State provide quantitative estimate from previous two systems? How many CDRs and audio recordings must contractor supply access to? If no count, provide timeline. [No, the legacy recordings are maintained in two separate systems located throughout the DOC. The State will work with the previous vendor to manage the cost of keeping the legacy recordings.](#)
103. How will State score low rates versus high rates? [See Section 2.3.4 – D. CRITERIA AND SCORING.](#)
104. What is the average length of stay for inmates? [The average length of stay in 2008 was 573 days.](#)
105. Regarding # 3.2.4.e, is sample provided consistent at all facilities? Will State make available what is currently in place with regard to call restrictions? Does State have intention of significant changes to these policies in the future? [The phone-time restrictions listed as examples in 3.2.4.e.10 may not be consistent at all facilities. As stated in this section, "Calls must be able to be restricted by time of day, specific location \(individually or bank\) or by inmate ID number. Duration of calls must also be under the control of the administrator at each facility, i.e. an individual inmate may make a 15 minute call once per hour, or a specific inmate may make only one call per day. Both called and calling parties will receive an announcement indicating maximum call duration has been met and that the call will terminate. Maximum time duration must be programmable in one-minute increments from three to unlimited. Department of Correction staff at each facility shall determine specific guidance for calling policy and restrictions."](#)
106. Regarding #3.2.4, will Department allow for offsite recordings that will be made available online realtime accessible to authorized Department users? [If the data is immediately accessible via a secure connection, then no restriction exists to prohibit data being stored out of state.](#)
107. Will State expand definition of billable revenue too include debit and prepaid as well as requiring each vendor to clearly define all prepayment costs and charges for the establishment and maintenance of prepaid accounts? [Billable revenue includes debit and prepaid calls. All cost detail is required to be disclosed on APPENDIX B – COST REPLY FORM found on page 72 of the RFP.](#)
108. Will State allow billing fees? [All cost detail is required to be disclosed on APPENDIX B – COST REPLY FORM found on page 72 of the RFP.](#)
109. Will State define expectations of administrators and their specific roles? [Section 3.2.7 of the RFP contains those expectations. They need to have the ability to operate the system, query the system, make repairs, coordinate efforts with contractor's technical support, and other functions as described in Appendix A – Exhibit 6 on page 63 of the RFP.](#)
110. Page 46 references the tenth of the month, this date conflicts with fifteenth of the month timeframe referenced on page 31. Please clarify. [Page 31 refers to monthly reporting due to DTI Procurement Officer and page 46 refers to monthly commission check submissions.](#)

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- 111. Please clarify call length. [Call length varies by location, warden, and inmate population type.](#)
- 112. Can we have a copy of the pre-bid sign in sheet. [Once the process is completed, RFP documents become public information.](#)
- 113. Should all three way calls be disconnected? [Section 3.2.4.p on page 40 of the RFP should be: The system shall constantly monitor inmate calls for attempts to manipulate the switch-hook in order to bypass system controls. Any such attempt could result in call disconnection at the discretion of the State on a per-pin basis. At no time will the inmate reach outside dial tone or operator assistance.](#)
- 114. Is an E-Rate S.P.I.N. number required? [No, vendors may input "n/a" on page 67 of the RFP on the "NON-COLLUSION STATEMENT".](#)

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CURRENT DELAWARE COIN RATES

Inmate Collect Call Rates:	
INTERLATA:	\$2.50 surcharge and \$0.89 per minute
INTRALATA:	\$2.50 surcharge and \$0.20 per minute
LOCAL:	\$2.00 per call

Public Coin Rates:

	<u>Rate Mileage</u>	<u>Each Minute</u>	
		<u>DAY</u>	<u>OFF-</u>
<u>PEAK</u>			
Standard Dial	1-100	\$0.13	\$0.09

For Operator Assisted calls, the following service charges apply:

Dialed Station Rate Schedule Charges Plus:

Customer Dialed:

Calling Card – Local or Intrastate \$ 0.75

Coin Paid – Local \$0.75

Mechanized Bill to a Third Number \$2.50

Mechanized Collect \$2.50

Operator Dialed:

Bill to a Third Number \$ 2.50

Calling Card \$2.50

Collect \$2.50

Operator Dialed and Completed Calls \$2.50

Person-to-Person \$4.50

Special Billing Number Calls \$2.25

Time and Charge Request Calls \$1.10

Public Payphone Surcharge:

Applies to all completed Local and IntraLATA toll calls that are not paid by coins being deposited in the phone coin box. This charge is in addition to any applicable operator assisted charges: \$0.25